

Amendments to the Claims

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1. (Currently amended) A method of obtaining a patient record containing information concerning an identified patient from a record processing center and using an online location on a record ordering computer server, comprising:

requesting an order, by a requestor, for the patient record concerning the identified patient from the ~~online location on a~~ record ordering computer server, including identifying the record processing center holding the patient record and a shipping location to which the patient record is to be delivered;

providing to the requestor, ~~by the record ordering computer server,~~ a single cover letter having a machine readable identifier and human readable information, identifying the order requested ~~from the online location and containing shipping and handling instructions;~~

providing to the requestor, by the identified patient, a patient authorization letter authorizing release of the patient record concerning the identified patient;

~~sending, by submitting from the requestor, absent intervention of an approvals agent, to a the record processing center, after providing to the requestor the cover letter and after providing to the requestor the patient authorization letter,~~ a submission including the cover letter along with the patient authorization letter to a processing center, for completing the order;

reading, using a computer of the record processing center, the machine readable identifier;

in response to the machine readable identifier ~~requestor sending the cover letter and the patient authorization letter, after receiving from the requestor the cover letter and the patient authorization letter, approving, by the record processing center, the cover letter and the patient authorization letter, requesting, by the processing center, to a shipping location to ship~~ requesting a custodian of the patient record concerning the identified patient to a destination be shipped to the shipping location; and

obtaining, by the requestor, the patient record concerning the identified patient from the ~~destination~~ shipping location.

2. (Currently amended) A system for obtaining a patient record containing information concerning an identified patient using a computer server connected to an online location on an electronic medium, comprising:

~~means for requesting, by a requestor, a client software module stored in a computer memory of a computer operated by a requestor and by which the requestor requests from the computer server an order for the patient record concerning the identified patient from the online location~~ computer server;

~~means for providing a software module stored in a computer memory of the computer server which provides~~ to the requestor a single cover letter having a machine readable identifier and human readable information, identifying the order requested from the computer server and containing shipping and handling instructions;

~~means for sending, by a communications system through which~~ the requestor submits, absent intervention of an approvals agent, the cover letter along with a patient authorization letter, obtained by the requestor from the identified patient, authorizing release of the patient record, to a processing center; and

~~means for, a computer based database system operable in response to the submission from the requestor means for sending, requesting the patient record concerning the identified patient from a shipping location, after approving of the cover letter and the patient authorization letter by the processing center, to request shipping the patient record concerning the identified patient to the shipping location; and~~

~~means for obtaining the patient record concerning the identified patient from the destination location;~~

~~wherein the patient record concerning the identified patient is shipped from the shipping location to the destination location.~~

3. (Previously presented) The method according to claim 1, wherein the record ordering computer server comprises a web site.

4. (Previously presented) The method according to claim 1, wherein the requestor comprises an insurance company.
5. (Previously presented) The method according to claim 1 further comprising inputting patient information in a graphical user interface window before requesting the order.
6. (Previously presented) The method according to claim 5, wherein the patient information includes at least one of a claim number, first name, last name, social security number, and date of birth.
7. (Previously presented) The method according to claim 1, wherein the identifier comprises a bar code.
8. (Previously presented) The method according to claim 1, wherein sending the cover letter comprises faxing the cover letter to the processing center.
9. (Previously presented) The method according to claim 8 further comprising automatically reading and identifying, by the processing center, the identifier on the cover letter.
10. (Previously presented) The system according claim 2, wherein the requestor comprises an insurance company.
11. (Previously presented) The system according to claim 2, wherein the computer server comprises a web site.
12. (Previously presented) The system according to claim 2, wherein the means for requesting the order comprises inputting patient information in a graphical user interface window.
13. (Previously presented) The system according to claim 2, wherein the identifier comprises a bar code.

14. (Previously presented) The system according to claim 2, wherein sending the cover letter comprises faxing the cover letter to the processing center.

15. (Previously presented) The system according to claim 2, wherein sending the cover letter comprises mailing the cover letter to the processing center.

16. (Currently amended) A method of ordering, by a requestor, a patient record containing information concerning an identified patient using an online location on a computer server, comprising:

requesting an order for the patient record concerning the identified patient, including identification of a record source location and a shipping location, from the online location on a first computer server;

providing to the requestor a single cover letter having a machine readable identifier and human readable information, identifying the order requested ~~and containing shipping and handling instructions~~;

providing to the requestor, by the identified patient, a patient authorization letter authorizing release of the patient record concerning the identified patient; and

sending directly from, by the requestor to a processing center associated with the online location, absent intervention of an approvals agent, the cover letter along with the patient authorization letter ~~to a processing center associated with the online location~~ for completing the order.

17. (Previously presented) The method according to claim 16, wherein the requestor comprises an insurance company.

18. (Previously presented) The method according to claim 16 further comprising inputting patient information in a graphical user interface window before requesting the order.

19. (Previously presented) The method according to claim 16, wherein the identifier comprises a bar code.

20. (Previously presented) The method according to claim 16, wherein sending the cover letter comprises faxing the cover letter to the processing center.
21. (Previously presented) The method of claim 1, wherein said cover letter is a paper letter.
22. (Previously presented) The method of claim 21, wherein said patient authorization letter is a paper letter.
23. (Previously presented) The system of claim 2, wherein said cover letter is a paper letter.
24. (Previously presented) The system of claim 23, wherein said patient authorization letter is a paper letter.
25. (Previously presented) The method of claim 16, wherein said cover letter is a paper letter.
26. (Previously presented) The method of claim 25, wherein said patient authorization letter is a paper letter.
27. (New) A method of obtaining a patient record containing information concerning an identified patient from a record processing center using an electronic information web site associated with an electronic information server computer system, comprising:
- accessing the electronic information web site by the requestor using an accessing computer client;
 - selecting by the requestor via the accessed electronic information web site the patient record concerning the identified patient, a record custodian holding the patient record and a shipping location to which the patient record is to be delivered, which together form an order;

downloading by the requestor from the accessed electronic information web a cover letter having a machine readable identifier and human readable information identifying the order;

storing the order selected by the requestor via the accessed electronic information web site in the electronic information server computer system;

providing to the requestor, by the identified patient, a patient authorization letter authorizing release of the patient record concerning the identified patient;

submitting from the requestor to the electronic information server computer system an electronic file containing the cover letter along with the patient authorization letter;

identifying the order in the electronic information server computer system using a software process executable on the electronic information server computer system capable of reading the machine readable identifier the cover letter;

transmitting a request from the electronic information server computer system to the record custodian to ship the patient record to the shipping location; and

receiving by the requestor the patient record at the shipping location.

28. (New) The method according to claim 27, wherein the machine readable identifier comprises a bar code.

29. (New) The method according to claim 27, wherein submitting comprises faxing the cover letter along with the patient authorization letter to a fax receiving terminal in electronic communication with the electronic information server computer system.

30. (New) The method according to claim 27, wherein submitting comprises mailing the cover letter along with the patient authorization letter to the record processing center where they are scanned into the electronic information server computer system.